![Genesys logo]

Genesys Engage Digital (eServices)

eServices Options Reference

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eServices Options Reference

Welcome to the Options Reference for eServices. This document describes the configuration options for the following components of eServices:

- Apple Business Chat Plugin for Workspace Desktop Edition
- Genesys Driver for use with Apple Business Chat via Hub
- BotGatewayServer
- Chat Server
- Chat Server: Resource Access Point for Cassandra
- Classification Server
- Content Analyzer Plug-in for GAX
- Digital Messaging Server
- E-mail Server
- eServices Manager Plug-in for GAX
- Genesys Cloud API Driver for Facebook
- Genesys Cloud API Driver for Twitter
- Genesys Driver for SMS and MMS
- Genesys Driver for use with Genesys Hub
- Genesys Hub Plug-in for use with Workspace Desktop Edition
- Interaction Server
- Interaction Server Cluster
- Interaction Server Proxy
- Interaction Server Proxy Cluster
- Knowledge Manager
- Privacy Manager
- SMS Server
- Social Media Plug-in for use with Workspace Desktop Edition
- Training Server
- Universal Contact Server
- Universal Contact Server Proxy
- Genesys Driver for use with WeChat
- WeChat Plug-in

Chapters on the eServices components that are not listed above are under development; refer to the eServices 8.5 Reference Manual for those components.

> ## Important
>
> Descriptions of configuration options provided in this *Options Reference* are definitive. Refer to the *eServices 8.5 Reference Manual* only for those eServices components that are not yet covered in the *Options Reference.*